

Wells Fargo Consumer Redress Review Program Mandated By National Settlement With AGs Starts

Program allows consumers, who have not been made whole through other remediation programs, to have inquiry reviewed by escalation team

Wells Fargo has begun a consumer redress review program through which consumers who have not yet been made whole through other remediation programs already in place can seek to have their inquiry or complaint reviewed by a Wells Fargo escalation team for possible relief, Attorney General Kathleen Jennings and other AGs announced Wednesday.

The consumer redress review program was a key component of the December 2018 settlement with the attorneys general of all 50 states and the District of Columbia to resolve claims that the bank violated state consumer protection laws by (1) opening millions of unauthorized accounts and enrolling customers into online banking services without their knowledge or consent, (2) improperly referring customers for enrollment in third-party renters and life insurance policies, (3) improperly charging auto loan customers for force-placed and unnecessary collateral protection insurance, (4) failing to ensure that customers received refunds of unearned premiums on certain optional auto finance guaranteed asset/auto protection ("GAP") products, and (5) incorrectly charging customers for mortgage rate lock extension fees.

As part of the program, Wells Fargo will maintain a website that contains information regarding consumers' eligibility for redress. Wells Fargo's website describes the issues covered by

the settlement agreement and provides escalation phone numbers consumers may use to request review. In addition, Wells Fargo will provide periodic reports to the states about ongoing remediation efforts.

Wells Fargo's consumer redress review website may be accessed at <https://www.wellsfargo.com/commitment/redress/>.

Consumers with questions or concerns may call the following Wells Fargo escalation phone numbers:

Unauthorized Accounts / Improper Retail Sales Practices:
1-844-931-2273

Improper Renters and Life Insurance Referrals: 1-855-853-9638

Force-Placed Collateral Protection Auto Insurance ("CPI"):
1-888-228-9735

Guaranteed Asset/Auto Protection ("GAP") Refunds:
1-844-860-6962

Mortgage Interest Rate Lock Extension Fees: 1-866-385-5008

Details of the states' settlement with Wells Fargo can be found [here](#).